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July 1, 2005

BY ELECTRONIC FILING

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: Summary of TRS Complaints
CG Docket No. 03-123

Dear Ms. Dortch:

Pursuant to Section 64.604(c)(1) of the Rules of the Federal Communications Commission, attached please find MCI, Inc.'s annual consumer complaint log summaries for the twelve-month period ending May 31, 2005 for: (1) National Relay Service; (2) IP Relay Service; (3) Video Relay Service; (4) California Relay Service; (5) Arizona Relay Service, and (6) Tennessee Relay Service.

If you have any questions regarding this filing, please do not hesitate to contact me.

Sincerely,

/s/ John R. Delmore
John R. Delmore

cc: Thomas Chandler, Chief, Disabilities Rights Office, CGB
Dana Jackson, Disabilities Rights Office, CGB

Summary Log For National Relay Service June 1, 2004 to May 31, 2005

Number of Complaints Received From June 1, 2004 to May 31, 2005

June '04	July '04	Aug '04	Sept '04	Oct '04	Nov '04	Dec '04	Jan '05	Feb '05	Mar '05	Apr '05	May '05
1	0	0	0	0	0	0	0	1	0	1	0

The total number of complaints was 3. Complaints are followed up and resolved in a timely manner.

Log #	Opened	Description of Issue	Description of Resolution	Closed
273799	6/2/04	RO did not follow instructions	RO coached	6/11/04
294692	2/27/05	RO did not follow instructions	RO coached	3/3/05
298989	4/7/05	RO was inattentive on a call	RO coached	4/8/05

FCC Summary Log For IP Relay Service June 1, 2004 to May 31, 2005

Number of Complaints Received From June 1, 2004 to May 31, 2005

June '04	July '04	Aug '04	Sept '04	Oct '04	Nov '04	Dec '04	Jan '05	Feb '05	Mar '05	Apr '05	May '05
19	19	5	10	16	13	12	14	22	35	24	21

The total number of complaints was 210. Complaints are followed up and resolved in a timely manner.

June 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
273722	6/1/04	RO was inattentive	RO coached	6/12/04
273715	6/1/04	RO did not keep caller informed of call status	RO coached	6/14/04
273946	6/4/04	RO transferred call inappropriately to C/S	RO coached	6/10/04
273964	6/4/04	RO took inappropriate control of call	RO coached	6/18/04
274117	6/7/04	RO not familiar with procedure	RO coached	6/18/04
274131	6/8/04	RO took inappropriate action	RO coached	7/13/04
274324	6/10/04	RO hung up on customer	RO coached	7/19/04
274430	6/11/04	RO did not relay conversation verbatim	RO coached	6/15/04
274784	6/16/04	RO hung up on customer	RO coached	6/16/04
274803	6/17/04	Too many RO reliefs done in one call	ROs coached	8/12/04
275096	6/21/04	RO hung up on customer	Unable to identify RO	6/21/04
275093	6/21/04	RO did not follow instructions	RO coached	7/20/04

275152	6/22/04	RO hung up on customer	Unable to identify RO	6/22/04
275186	6/22/04	RO had poor voice clarity	RO coached	7/16/04
275188	6/22/04	RO took inappropriate control of a call	RO coached	8/8/04
275496	6/28/04	RO not familiar with procedure	RO coached	7/15/04
275483	6/28/04	RO did not follow procedure	RO coached	7/17/04
275626	6/29/04	RO was not familiar with procedure	RO terminated	7/15/04
275673	6/30/04	RO did not respond to caller	RO coached	7/16/04

July 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
276000	7/4/04	RO did not dial 411 for directory assistance	RO coached	7/16/04
276322	7/8/04	RO did not follow instructions	RO coached	7/12/04
276313	7/8/04	RO did not follow instructions	RO coached	8/3/04
276489	7/11/04	RO did not follow instructions	RO coached	7/16/04
276553	7/12/04	RO did not follow instructions	RO coached	7/29/04
276690	7/13/04	RO did not follow instructions	RO coached	7/13/04
276621	7/13/04	RO rude with poor attitude	RO coached	7/13/04
276727	7/14/04	RO did not follow instructions	RO coached	7/19/04
276709	7/14/04	RO did not follow instructions	RO coached	8/27/04
276878	7/15/04	RO did not follow instructions	RO coached	8/27/04
277032	7/18/04	RO took inappropriate control of a call	RO coached	7/19/04
277059	7/18/04	RO did not follow instructions	RO coached	7/23/04
277143	7/20/04	RO did not follow instructions	RO coached	7/29/04
277249	7/21/04	RO was not familiar with a procedure	RO coached	8/12/04
277252	7/21/04	RO typed too slowly	RO coached	7/22/04
277274	7/21/04	RO took inappropriate control of a call	RO coached	8/27/04

277404	7/23/04	RO did not follow procedure	RO coached	7/29/04
277554	7/26/04	RO did not follow instructions	RO coached	8/3/04
277701	7/28/04	RO did not follow instructions	RO coached	7/29/04

August 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
278232	8/4/04	RO took inappropriate control of a call	RO terminated	8/22/04
278959	8/17/04	RO hung up on caller	RO coached	8/17/04
279188	8/20/04	RO mis-dialed TERM number	RO coached	8/12/04
279427	8/23/04	RO did not follow instructions	RO coached	8/31/04
279617	8/26/04	RO was not transparent on a call	RO coached	9/22/04

September 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
280459	9/8/04	RO hung up on caller	RO coached	10/1/04
280417	9/8/04	RO did not follow procedure	RO coached	9/16/04
280435	9/8/04	RO did not leave full message on answering machine	RO terminated	9/30/04
280702	9/13/04	RO hung up on caller	RO coached	10/22/04
280714	9/13/04	RO spoke too fast; customer unable to understand	RO coached	9/19/04
280881	9/16/04	RO hung up on caller	RO coached	10/5/04
281275	9/22/04	RO misinterpreted background; typed too slowly	RO coached	9/22/04
281490	9/25/04	RO was not transparent on a call	RO coached	10/5/04
281556	9/27/04	RO did not follow instructions	RO coached	10/1/04
281551	9/27/04	RO did not follow instructions	Unable to identify RO	9/27/04

October 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
282121	10/6/04	RO did not follow instructions	RO coached	10/24/04
282524	10/11/04	RO misspelled too many words	RO coached	10/15/04
282755	10/15/04	RO rude	RO coached	12/3/04
282915	10/18/04	Customer unable to use My IP Relay	Temporary technical issue; resolved	10/18/04
283043	10/19/04	RO was not transparent on a call	RO coached	12/3/04
283111	10/20/04	RO inappropriately transferred caller to C/S	RO coached	11/3/04
283134	10/20/04	RO hung up while caller was typing	RO coached	12/3/04
283174	10/21/04	RO interrupted too often	RO coached	11/12/04
283137	10/21/04	RO inappropriately transferred caller to C/S	RO coached	12/3/04
283245	10/22/04	RO interrupted too often	RO coached	12/3/04
283598	10/26/04	RO hung up on caller	RO coached	11/8/04
283638	10/27/04	RO not familiar with dialing numbers with letters	RO coached	11/12/04
283679	10/27/04	RO was unfamiliar with a procedure	RO coached	12/3/04
283751	10/28/04	RO hung up on caller	RO coached	11/2/04
283749	10/28/04	RO hung up on caller	RO coached	12/3/04
283754	10/28/04	RO interrupted too often	RO coached	1/3/05

November 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
284081	11/3/04	Operator did not answer caller's question	RO coached	12/3/04
284791	11/12/04	RO did not follow procedure	RO coached	11/24/04
284822	11/13/04	RO hung up on caller	Unable to identify RO	11/13/04
284959	11/15/04	RO did not provide ID number	RO coached	11/17/04
284985	11/15/04	RO was not familiar with a procedure	RO coached	11/27/04

284990	11/16/04	RO hung up on caller	RO coached	11/19/04
285005	11/16/04	RO inappropriately transferred caller to C/S	RO coached	12/3/04
285186	11/17/04	RO did not follow instructions	Unable to identify RO	11/22/04
285191	11/17/04	RO interrupted too often	RO coached	12/3/04
285817	11/22/04	RO did not follow procedure	RO coached	12/2/04
285810	11/22/04	RO hung up on caller	RO coached	12/2/04
285988	11/25/04	RO hung up on caller	RO coached	12/31/04
286302	11/30/04	RO did not provide ID number	RO coached	12/31/04

December 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
286495	12/2/04	RO did not repeat part of a conversation	RO coached	12/31/04
286526	12/2/04	RO hung up on caller	RO coached	12/31/04
286545	12/3/04	CA inattentive by dialing the wrong number.	RO coached	12/31/04
287039	12/9/04	CA did not follow instructions to place a 2LVCO call	RO coached	12/13/04
287403	12/13/04	RO hung up on caller	RO coached	12/25/04
287428	12/14/04	RO hung up on caller	RO coached	12/31/04
287467	12/15/04	RO hung up on caller	RO coached	12/27/04
287616	12/16/04	RO not familiar with a procedure	RO coached	12/22/04
288034	12/21/04	RO hung up on caller	RO coached	12/31/04
288405	12/27/04	Unable to reach IP-Relay	Temporarily high call volume	12/27/04
288400	12/27/04	Poor voicing of RO, RO rude	RO coached	12/31/04
288507	12/28/04	RO hung up on caller	RO coached	12/31/04

January 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
288798	1/1/05	RO did not follow instructions	RO coached	1/11/05
288801	1/2/05	RO did not keep customer informed of call status.	RO coached	2/3/05
289504	1/11/05	Unable to reach IP-Relay	Temporarily high call volume	1/11/05
289542	1/11/05	RO did not follow instructions	RO coached	1/30/05
289581	1/11/05	RO took inappropriate action on a call	RO coached	2/21/05
289582	1/12/05	RO hung up on caller	RO coached	2/21/05
289766	1/13/05	RO did not follow procedure	RO coached	1/27/05
289858	1/15/05	RO hung up on caller	RO coached	3/21/05
290061	1/18/05	RO hung up on caller	RO coached	2/21/05
290761	1/25/05	RO hung up on caller	RO coached	3/9/05
290967	1/26/05	RO mis-dialed TERM number	RO coached	2/9/05
291021	1/27/05	RO hung up on caller	RO resigned	2/10/05
291233	1/29/05	Unable to reach IP-Relay	Temporarily high call volume	1/29/05
291273	1/29/05	RO did not follow instructions	RO coached	2/4/05

February 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
291637	2/2/05	RO hung up on caller	RO coached	2/21/05
291757	2/3/05	RO hung up on caller	RO coached	2/21/05
291910	2/4/05	RO did not keep caller informed of call status	RO coached	3/14/05
291900	2/4/05	RO hung up on caller	RO coached	3/15/05
292443	2/9/05	Unable to reach IP-Relay	Temporarily high call volume	2/9/05
292816	2/11/05	RO inattentive	RO coached	2/11/05
292738	2/11/05	Unable to reach IP-Relay	Temporarily high call volume	2/11/05

292856	2/11/05	RO rude and disconnected inappropriately	RO coached	2/19/05
292854	2/11/05	RO inappropriately transferred caller to another RO	RO coached	2/24/05
292855	2/11/05	RO inappropriately transferred caller to C/S	RO coached	3/1/05
292853	2/11/05	RO did not keep caller informed of call status	RO coached	3/21/05
292867	2/12/05	Unable to reach IP-Relay	Temporarily high call volume	2/12/05
292882	2/12/05	RO hung up on caller	RO coached	2/21/05
292994	2/14/05	RO hung up on caller	RO coached	2/15/05
293281	2/16/05	Unable to reach IP-Relay	Temporarily high call volume	2/16/05
293335	2/16/05	RO typed too slowly	RO coached	2/21/05
293554	2/17/05	RO typed too slowly	RO coached	3/14/05
294016	2/21/05	RO did not follow instructions	RO coached	2/24/05
294310	2/23/05	RO hung up on caller	RO coached	3/3/05
294552	2/25/05	RO hung up on caller	RO coached	3/4/05
294680	2/27/05	RO hung up on caller	Unable to identify RO	2/27/05
294698	2/28/05	RO had many spelling errors	RO coached	6/9/05

March 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
294980	3/1/05	RO did not explain relay	Unable to identify RO	3/16/05
294960	3/1/05	RO hung up on caller	RO coached	3/25/05
294937	3/1/05	RO did not follow instructions	RO coached	3/3/05
295264	3/3/05	Operator did not follow instructions	RO coached	3/10/05
295257	3/3/05	RO did not answer caller's question	RO coached	3/9/05
295355	3/4/05	Unable to reach IP-Relay	Temporarily high call volume	3/4/05
295402	3/4/05	Unable to connect to IP-Relay	Temporarily high call volume	3/4/05
295488	3/6/05	Unable to reach IP-Relay	Temporarily high call volume	3/6/05

295489	3/6/05	Unable to reach IP-Relay	Temporarily high call volume	3/6/05
295490	3/6/05	Unable to reach IP-Relay	Temporarily high call volume	3/6/05
295543	3/7/05	RO hung up on caller	Unable to identify RO	4/4/05
295653	3/8/05	RO did not follow instructions	RO coached	4/4/05
295734	3/8/05	Unable to connect to IP-Relay	CSP provided technical assistance	3/8/05
295721	3/8/05	RO typed too slowly	Unable to identify RO	3/8/05
295842	3/9/05	RO did not follow instructions	RO coached	3/14/05
295969	3/10/05	RO did not type accurately	RO coached	3/21/05
295978	3/10/05	RO did not follow instructions	RO coached	3/11/05
296018	3/10/05	RO inattentive	RO coached	4/8/05
296114	3/11/05	RO rude	RO coached	3/15/05
296150	3/12/05	RO did not follow procedure for in-call relief	RO coached	3/21/05
296153	3/12/05	RO did not follow procedure for in-call relief	RO coached	3/21/05
296292	3/14/05	RO hung up on caller	RO coached	6/9/05
296442	3/15/05	RO hung up on caller	RO coached	3/18/05
296691	3/16/05	RO could not keep up with caller	RO coached	6/14/05
296655	3/16/05	RO hung up on caller	RO coached	6/1/05
296894	3/18/05	RO hung up on caller	RO coached	4/4/05
297279	3/22/05	RO hung up on caller	RO coached	4/23/05
297437	3/23/05	RO hung up on caller	RO coached	3/24/05
297543	3/24/05	RO hung up on caller	RO coached	4/4/05
297776	3/27/05	RO took inappropriate control of a call	RO coached	6/1/05
297747	3/27/05	RO hung up on caller	Unable to identify RO	5/26/05
297972	3/29/05	RO did not keep caller informed of call status	RO coached	6/14/05
297939	3/29/05	RO typed too slowly	RO coached	6/14/05
298211	3/31/05	Operator would not answer caller's question	RO coached	6/8/05

298258	3/31/05	RO did not follow instructions	RO coached	4/23/05
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April 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
298337	4/1/05	RO did not keep caller informed of call status	RO coached	4/23/05
298403	4/2/05	RO hung up on caller	RO coached	4/3/05
298871	4/6/05	RO inattentive	RO coached	5/1/05
299284	4/10/05	RO rude	RO coached	4/23/05
299303	4/11/05	RO took inappropriate control of a call	RO coached	4/11/05
299294	4/11/05	RO hung up on caller	RO coached	4/23/05
299552	4/12/05	RO hung up on caller	RO coached	4/23/05
299473	4/12/05	Unable to connect to IP-Relay	Temporary technical issue; resolved	4/12/05
299475	4/12/05	Unable to connect to IP-Relay	Temporary technical issue; resolved	4/12/05
299477	4/12/05	Unable to connect to IP-Relay	Temporary technical issue; resolved	4/12/05
299413	4/12/05	Unable to connect to IP-Relay	Temporary technical issue; resolved	4/12/05
299416	4/12/05	Unable to connect to IP-Relay	Temporary technical issue; resolved	4/12/05
299761	4/14/05	RO did not keep caller informed of call status	RO coached	6/1/05
299978	4/16/05	RO did not follow procedure	RO coached	6/9/05
300051	4/18/05	RO hung up on caller	RO coached	6/14/05
300267	4/19/05	RO hung up on caller	RO coached	4/19/05
300429	4/21/05	RO took inappropriate control of a call	RO coached	6/1/05
300536	4/22/05	RO did not follow procedure	RO coached	6/14/05
300540	4/22/05	RO did not follow instructions	RO coached	5/3/05
300808	4/25/05	RO hung up on caller	RO coached	6/18/05
300822	4/25/05	RO hung up on caller	RO coached	5/3/05
300885	4/25/05	RO had poor voice clarity	RO coached	4/27/05

300941	4/26/05	RO did not follow instructions	RO coached	5/3/05
301342	4/28/05	RO did not relay a call correctly	RO coached	5/20/05

May 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
301824	5/3/05	RO hung up on the caller	RO coached	5/4/05
302021	5/4/05	RO took inappropriate control of a call	RO coached	6/14/05
302269	5/6/05	RO had poor voice clarity on a call	RO coached	5/12/05
302174	5/6/05	Unable to reach IP-Relay	Temporarily high call volume	5/6/05
302326	5/7/05	RO mis-dialed TERM number	RO coached	6/14/05
302376	5/8/05	RO did not relay a call verbatim	RO coached	5/8/05
302657	5/10/05	RO did not follow instructions	RO coached	6/8/05
302744	5/11/05	RO was not transparent on a call	RO coached	5/31/05
302939	5/12/05	RO was inattentive	RO coached	5/31/05
303031	5/13/05	RO did not follow procedure	RO coached	5/31/05
303322	5/16/05	Unable to reach IP-Relay	Temporarily high call volume	5/16/05
303329	5/17/05	RO mis-dialed TERM number	RO coached	5/31/05
303536	5/18/05	RO hung up on caller	RO coached	6/1/05
303543	5/18/05	RO rude	RO coached	6/1/05
303606	5/19/05	RO did not use an appropriate tone of voice	RO coached	6/2/05
303652	5/19/05	RO hung up on caller	RO coached	5/19/05
303701	5/20/05	RO inappropriately transferred call to C/S	RO coached	6/2/05
303863	5/21/05	RO took inappropriate control of a call	RO coached	5/31/05
304335	5/25/05	RO did not verify spelling of a street name	RO coached	5/31/05
304660	5/28/05	RO did not follow instructions	RO coached	6/2/05
304600	5/28/05	RO inappropriately transferred call to C/S	RO coached	6/2/05

FCC Summary Log **For** **Video Relay Service** **June 1, 2004 to May 31, 2005**

Number of Complaints Received From June 1, 2004 to May 31, 2005

June '04	July '04	Aug '04	Sept '04	Oct '04	Nov '04	Dec '04	Jan '05	Feb '05	Mar '05	Apr '05	May '05
0	0	0	0	0	0	0	0	0	0	0	1

The total number of complaints was 1. Complaints are followed up and resolved in a timely manner.

Log #	Opened	Description of Issue	Description of Resolution	Closed
301949	5/4/05	Rude VRS RO.	VRS Interpreter coached.	5/4/05

FCC Summary Log For California Relay Service June 1, 2004 to May 31, 2005

Number of Complaints Received From June 1, 2004 to May 31, 2005

June '04	July '04	Aug '04	Sept '04	Oct '04	Nov '04	Dec '04	Jan '05	Feb '05	Mar '05	Apr '05	May '05
61	31	31	38	33	42	23	17	11	13	13	7

The total number of complaints for this reporting period was 320. Complaints are followed up and resolved in a timely manner.

June 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
275221	6/23/04	Unable to reach an 800 TERM through CRS	Temporary technical issue; resolved	6/29/04
275244	6/23/04	Unable to reach an 800 TERM through CRS	Temporary technical issue; resolved	6/29/04
275247	6/23/04	Unable to reach an 800 TERM through CRS	Temporary technical issue; resolved	6/29/04
275264	6/24/04	Unable to reach an 800 TERM through CRS	Temporary technical issue; resolved	6/29/04
275265	6/24/04	Unable to reach an 800 TERM through CRS	Temporary technical issue; resolved	6/29/04
275268	6/24/04	Call disconnected on transfer from 7-1-1 to STS	Temporary technical issue; resolved	6/29/04
275281	6/24/04	Unable to reach an 800 TERM through CRS	Temporary technical issue; resolved	6/29/04
275325	6/25/04	Unable to reach an 800 TERM through CRS	Temporary technical issue; resolved	6/29/04
275372	6/25/04	RO was inattentive; misdialed TERM number	Supervisor coached RO on the importance of being attentive when processing calls	7/1/04
275414	6/26/04	CA could not understand STS customer	Supervisor coached CA on techniques for understanding STS users	7/7/04
275427	6/26/04	RO did not follow profile for slow typing	Supervisor coached RO on the importance of following callers' profiles	6/30/04

275480	6/28/04	RO did not provide ID number	Supervisor coached RO on the importance of providing ID number	7/9/04
275549	6/28/04	CRS ring, no answer	Temporarily high call volume; CSP apologized to caller	6/28/04
275625	6/29/04	RO did not follow caller's call handling instructions	Supervisor coached RO on the importance of following callers' instructions	7/5/04

July 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
275769	7/1/04	Voice caller was upset by the way the RO treated him	Unable to identify RO	7/7/04
275815	7/1/04	RO did not maintain an appropriate relay pace; the voice user had to give a number to the RO several times	Supervisor coached RO on appropriate relay pacing	7/19/04
275841	7/1/04	CRS ring, no answer	Temporarily high call volume; CSP apologized to caller	7/1/04
276236	7/7/04	RO did not follow VCO user's call handling instructions	Supervisor coached RO on the importance of following callers' instructions	7/19/04
276299	7/8/04	RO did not follow VCO user's call handling instructions for a call answered by an answering machine	Supervisor coached RO on the importance of following callers' instructions	7/21/04
276341	7/9/04	TTY user unable to connect with STS	Unable to duplicate; CSP offered to transfer caller to STS	7/9/04
267345	7/9/04	RO hung up call while caller was typing a message	Supervisor coached RO on call handling procedures	7/13/04
276490	7/11/04	RO was "very rude" and would not provide RO number	Supervisor coached RO on appropriate interaction	7/19/04
276496	7/11/04	RO did not understand caller, was slow, and did a bad job	Supervisor coached RO on call handling procedures	7/19/04
276528	7/12/04	CRS ring, no answer	CSP placed a test call and reached an RO immediately; offered to transfer caller	7/12/04
276556	7/12/04	RO did not relay portion of a conversation verbatim	Supervisor coached RO on the importance of relaying conversations verbatim	7/19/04
276651	7/13/04	RO did not follow caller's instructions regarding tone of voice and background sounds	Supervisor coached RO on the importance of following callers' instructions	7/21/04
276653	7/13/04	RO did not follow caller's instructions for handling a call to an answering machine	Supervisor coached RO on the importance of following callers' instructions	7/22/04
276654	7/13/04	RO did not follow caller's call handling instructions	Supervisor coached RO on the importance of following callers' instructions	7/19/04
276818	7/15/04	RO transferred caller to Customer Service rather than calling directory assistance	Supervisor coached RO on call handling procedures	7/21/04

277083	7/19/04	RO hung up on caller	Supervisor coached RO on call handling procedures	7/25/04
277173	7/20/04	RO did not follow caller's instructions for handling calls to an answering machine	Supervisor coached RO on the importance of following callers' instructions	7/24/04
277180	7/20/04	RO did not keep HCO user apprised of call status	Supervisor coached RO on the importance of keeping callers informed of call status	7/22/04
277198	7/20/04	RO was inattentive in handling a call to an answering machine	Supervisor coached RO on the importance of being attentive when handling calls	7/30/04
277282	7/21/04	RO did not follow caller's call handling instructions	Supervisor coached RO on the importance of following callers' instructions	7/23/04
277284	7/21/04	RO did not follow caller's instructions for handling a call to a voice mailbox	Supervisor coached RO on the importance of following callers' instructions	7/26/04
277297	7/21/04	CRS ring, no answer	Temporarily high call volume; CSP apologized to caller	7/21/04
277334	7/22/04	Unable to reach CRS using 7-1-1 from a payphone	Temporary block had been placed on the payphone due to STS abuse; block has been removed	7/27/04
277417	7/23/04	RO had bad spelling	Supervisor placed RO on a performance improvement plan for spelling/typing	7/30/04
277597	7/26/04	RO spoke too fast to be understood by caller	Supervisor coached RO on appropriate relay pacing	7/27/04
277623	7/27/04	RO did not follow caller's instructions for handling a call answered by an IVRU	Unable to identify RO	8/1/04
277634	7/27/04	RO did not follow caller's profile for no background noises and no tone of voice	Supervisor coached CA on the importance of following callers' profiles	8/1/04
277678	7/27/04	RO did not relay portion of a conversation verbatim	Supervisor coached RO on the importance of relaying conversations verbatim	8/1/04
277704	7/28/04	CRS ring, no answer	Temporary technical issue, resolved	7/28/04
277900	7/30/04	RO dialed a call before the caller could give the RO call handling instructions and "GA"	Supervisor coached RO on call handling procedures	8/3/04
277939	7/31/04	RO was inattentive in handling a call to an answering machine	Supervisor coached RO on the importance of following callers' instructions	8/3/04

August 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
277949	8/1/02	RO kept interrupting caller when caller was trying to give TERM number to dial	Supervisor coached RO on the importance of being patient with callers	8/12/04

278056	8/3/04	RO did not wait for caller's GA before dialing TERM; caller was not finished with call handling instructions	Supervisor coached RO on the importance of being patient with callers	8/3/04
278090	8/3/04	RO unable to hear caller	CSP unable to duplicate; transferred caller back to floor to complete call and suggested caller request supervisor assistance if problem persists so it can be documented	8/3/04
278138	8/4/04	RO took too long to relay message to voice TERM	Supervisor coached RO on techniques for keeping parties informed of call status	8/17/04
278177	8/4/04	CTAP representative reported that TERM could not hear STS user; STS user is difficult to understand; both the CAs and the TERM have trouble hearing the STS user; CTAP representative believes it's an equipment issue	Trouble report completed and forwarded to the technical team for review	8/14/04
278179	8/4/04	RO took inappropriate control of call; typed "SK" even though voice caller was not finished with conversation	Supervisor coached RO on the importance of being attentive	8/24/04
278187	8/4/04	RO did not follow instructions to not relay greeting from an answering machine; relayed entire greeting	Supervisor coached RO on the importance of following callers' instructions	8/8/04
278310	8/5/04	Caller unable to make long distance calls through CRS	Notation on caller's account indicates "local calls, only"; worked with SBC and determined that the notation is not correct; notation removed and restriction lifted	8/10/04
278395	8/7/04	RO did not follow specific call handling instructions	Supervisor coached RO on the importance of following callers' instructions	8/24/04
278492	8/9/04	RO did not relay entire contents of message from voice mail	Supervisor coached RO on the importance of relaying the entire message	8/17/04
278548	8/10/04	RO hung up on caller	Supervisor coached RO on call processing	8/17/04
278617	8/11/04	RO did not handle 711 transfer to STS appropriately; typed to STS user	Supervisor coached RO on 711-to-STS procedures	8/14/04
278642	8/11/04	Unable to contact CRS using 711 from office	CSP referred caller to telecommunications administrator at the place of employment; provided caller the CRS 10-digit access number to use in the interim	8/11/04
278659	8/11/04	RO was unable to retrieve answering machine messages	Supervisor coached RO on answering machine retrieval	8/17/04
278709	8/12/04	RO took inappropriate control of call; did not relay conversation content	Caller did not know which relay provider handled the call; CSP explained the responsibility of the RO to relay entire call content and suggested caller contact friend to get the RO	8/21/04

			number from the TTY tape for follow-up	
278803	8/14/04	RO did not follow instructions for retrieving voicemail	Supervisor coached RO on the importance of following callers' instructions	8/17/04
279016	8/17/04	RO responded to caller's question in a rude tone of voice	Supervisor coached RO on appropriate interaction with callers	8/25/04
279140	8/19/04	RO typed to an HCO user	Supervisor coached RO on HCO procedures	9/1/04
279150	8/19/04	RO did not follow profile for no tone of voice or background noises	Specific RO number not provided; unable to identify specific RO for follow-up	8/19/04
279309	8/22/04	RO was not voicing clearly and the voice TERM kept asking TTY user to repeat message	Supervisor coached RO on the importance of maintaining voice clarity	8/24/04
279327	8/22/04	RO hung up on caller	Supervisor coached RO on call processing	8/24/04
279332	8/22/04	RO did not follow instructions to type a message that the caller did not hear	Supervisor coached RO on the importance of following callers' instructions	8/30/04
279422	8/23/04	RO typed "SKGA" mid-conversation	Supervisor coached RO on call processing and placed RO on improvement plan	8/26/04
279632	8/26/04	RO was inattentive; caller had to repeat phone number several times	Supervisor coached RO on the importance of being attentive	8/28/04
279657	8/26/04	CRS ring, no answer	CSP explained temporarily high call volume; suggested caller try again	8/26/04
279702	8/27/04	RO did not follow procedures for transferring a 711 call to STS; kept prompting for a number to dial	Supervisor coached RO on 711-to-STS procedures	8/27/04
279737	8/27/04	RO interrupted too often prompting for a TERM number while caller was trying to give the RO the TERM number to dial; caller profiled for slow typing	Supervisor coached RO on the importance of being attentive to callers' profiles	9/2/04
279802	8/29/04	RO did not follow profile for no tone of voice or background noises	Supervisor coached RO on the importance of being attentive to callers' profiles	9/5/04
279831	8/30/04	RO did not follow instructions to not relay greeting from an answering machine; relayed entire greeting	Supervisor coached RO on the importance of following callers' instructions	8/30/04
279850	8/30/04	RO did not follow profile for no tone of voice or background noises	Supervisor coached RO on the importance of being attentive to callers' profiles	9/7/04
279937	8/31/04	STS user cannot hear TERM	CSP unable to duplicate; transferred caller to an available CA to complete call and suggested caller request supervisor assistance if problem persists so it can be	8/31/04

			documented	
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September 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
280016	9/1/04	RO did not follow caller's instructions to provide the TERM's tone of voice after call was completed	Supervisor coached RO on appropriate interaction with callers	9/3/04
280139	9/3/04	ROs are typing too slowly	Specific RO number not provided; unable to identify specific RO for follow-up	9/3/04
280164	9/3/04	RO hung up on STS user dialing 711	Supervisor coached RO on handling 711 calls dialed by STS users	9/18/04
280279	9/4/04	CA was unable to hear caller	CSP unable to duplicate; Customer will call back for technical support when problem occurs again	9/22/04
280287	9/5/04	RO did not follow instructions for retrieving voicemail	Supervisor coached RO on the importance of following callers' instructions	9/5/04
280288	9/5/04	RO did not follow instructions for retrieving voicemail	Supervisor coached RO on the importance of following callers' instructions	9/12/04
280319	9/5/04	RO was inattentive; dialed the wrong TERM number	Supervisor coached RO on the importance of being attentive	9/18/04
280394	9/7/04	RO did not follow caller's profile for no background sounds and no tone of voice	Supervisor coached RO on the importance of following Caller Profiles	9/24/04
280420	9/8/04	RO did not follow caller's instructions to turn HCO off	Supervisor coached RO on the importance of following callers' instructions	9/17/04
280498	9/9/04	RO did not keep caller informed of call status while call was on hold	Supervisor coached RO on the importance of keeping callers informed of call status	9/18/04
280634	9/11/04	RO left an inaudible, unintelligible message on caller's answering machine	Supervisor coached RO on the importance of voice clarity when leaving messages on answering machines.	9/20/04
280662	9/12/04	RO did not follow caller's instructions for no background noises or tone of voice	Supervisor coached RO on the importance of following callers' instructions	9/14/04
280663	9/12/04	Caller reported being unable to reach numbers to the West Indies	CSP unsuccessful in multiple attempts to contact caller by phone and fax; will await further contact from caller	9/14/04
280674	9/12/04	RO did not follow caller's instructions on a call	Supervisor coached RO on the importance of following callers' instructions	9/21/04

280677	9/12/04	Caller reported being unable to reach TERM number	CSP unable to duplicate; caller will contact CSP again if problem recurs	9/12/04
280767	9/14/04	RO did not follow caller's profile for no background sounds and no tone of voice	Supervisor coached RO on the importance of following Caller Profiles	9/17/04
280801	9/14/04	Caller alleged that RO took inappropriate control of call by typing to TTY user what the caller was saying to RO	Supervisor coached RO on appropriate interaction with callers	9/15/04
280805	9/14/04	RO had too many typing errors	Unable to identify RO for follow-up	9/20/04
280851	9/15/04	711 ring, no answer	CSP apologized to caller and explained that there was a temporarily high call volume and to try the call again	9/15/04
280903	9/16/04	RO interacted with caller in a rude manner	Supervisor coached RO on appropriate interaction with callers	9/22/04
280967	9/17/04	RO hung up on caller	Supervisor coached RO on call processing	10/2/04
281045	9/18/04	RO interacted with caller in a rude manner	Supervisor coached RO on appropriate interaction with callers	9/25/04
281160	9/20/04	CRS Spanish ring, no answer	CSP apologized to caller and explained that there was a temporarily high call volume and to try the call again	9/20/04
281167	9/20/04	CA could not understand STS caller	Supervisor coached CA on techniques for understanding STS users; call was completed by another CA	9/28/04
281191	9/20/04	RO did not follow caller's profile for no background sounds and no tone of voice	Supervisor coached RO on the importance of following Caller Profiles	9/27/04
281258	9/22/04	CRS ring, no answer	CSP apologized to caller and explained that there was a temporarily high call volume and to try the call again	9/22/04
281270	9/22/04	RO did not follow procedure for handling a call to a TTY answering machine	Supervisor coached RO on call processing	9/27/04
281290	9/22/04	Outgoing 911 call from NPA 760 went to NPA 661	CSP explained that caller could contact 911 directly by TTY; possible routing issue escalated to Network group	10/5/04
281366	9/23/04	RO interacted with caller in a rude manner	Supervisor coached RO on appropriate interaction with callers	10/4/04
281416	9/24/04	RO had too many typing errors	Supervisor coached RO on the importance of being attentive in handling calls	9/25/04
281564	9/27/04	RO did not read back a message as requested by caller prior to sending it to TERM	Supervisor coached RO on appropriate interaction with callers	9/28/04

281599	9/27/04	RO told caller that TERM "did not speak good English"	Supervisor coached RO on appropriate ways to communicate what is being heard on a call	9/28/04
281634	9/28/04	RO did not follow caller's instructions not to type the greeting from an answering machine	Supervisor coached RO on the importance of following callers' instructions	9/29/04
281639	9/28/04	RO did not follow caller's instructions not to type the greeting from an answering machine	Supervisor coached RO on the importance of following callers' instructions	9/28/04
281643	9/28/04	RO did not follow caller's instructions not to type the greeting from an answering machine	Supervisor coached RO on the importance of following callers' instructions	9/30/04
281661	9/28/04	RO did not follow caller's instructions to just inform the caller when to voice a message to an answering machine	Supervisor coached RO on the importance of following callers' instructions	9/28/04
281759	9/29/04	RO took control of call by transferring caller to C/S rather than dialing requested number from Speed Dial list	Supervisor coached RO on call processing	10/4/04
281809	9/30/04	CA hung up on STS user	Supervisor coached CA on call processing	10/1/04

October 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
281917	10/2/04	RO did not follow caller's instructions to not relay the preliminary recording when retrieving voicemail; typed recording	Supervisor coached RO on the importance of following callers' instructions	10/4/04
281918	10/2/04	RO did not follow caller's instructions to not relay the preliminary recording when retrieving voicemail; typed "one new message"	Supervisor coached RO on the importance of following callers' instructions	10/3/04
281927	10/2/04	RO did not have good voice clarity	Supervisor coached RO on the importance of voice clarity when relaying conversations	10/2/04
281939	10/2/04	RO did not follow caller's HCO profile	Supervisor coached RO on the importance of following Caller Profiles	10/12/04
282008	10/4/04	RO did not follow caller's HCO profile	Supervisor coached RO on the importance of following Caller Profiles	10/20/04
282269	10/7/04	RO could not understand caller; had to repeat TERM number several times	Supervisor coached RO on the importance of being attentive when relaying calls	10/15/04
282388	10/9/04	RO did not follow caller's CoC profile; prompted caller for IXC	Supervisor coached RO on the importance of following Caller Profiles	10/13/04
282466	10/11/04	RO did not follow caller's profile for no background noises or tone of voice	Supervisor coached RO on the importance of following Caller Profiles	10/14/04

282482	10/11/04	RO did not follow caller's profile for no background noises or tone of voice	Supervisor coached RO on the importance of following Caller Profiles	10/15/04
282521	10/11/04	RO hung up on caller	Supervisor coached RO on call processing	10/20/04
282522	10/11/04	RO did not follow caller's instructions to relay only highlights when retrieving voicemail	Supervisor coached RO on the importance of following callers' instructions	10/18/04
282572	10/12/04	RO took inappropriate control of call by making comments to TERM	Supervisor coached RO on appropriate interaction with callers	10/15/04
282659	10/13/04	STS ring, no answer	CSP apologized to caller and explained that there was a temporarily high call volume and to try the call again	10/13/04
282715	10/14/04	RO did not follow caller's instructions to hang up and dial a different number	Supervisor coached RO on the importance of following callers' instructions	10/21/04
282729	10/14/04	RO typed too fast	Profile established for slow typing	10/23/04
282958	10/18/04	RO spoke in a monotone voice	Supervisor coached RO on the importance of relaying calls in a conversational tone of voice	10/25/04
283006	10/19/04	RO did not follow caller's profile for slow typing	Unable to identify RO for follow-up	10/19/04
283109	10/20/04	CA did not follow caller's profile for custom explanation	Unable to identify RO for follow-up	10/20/04
283181	10/21/04	RO interacted with caller in a rude manner; interrupted while caller was typing	Supervisor coached RO on appropriate interaction with callers	10/23/04
283210	10/21/04	RO did not follow caller's CoC profile; prompted caller for IXC	Supervisor coached RO on the importance of following Caller Profiles	10/26/04
283287	10/22/04	RO took inappropriate control of call; appeared to be having a conversation with TERM	Supervisor coached RO on appropriate interaction with callers	11/4/04
283409	10/24/04	RO took inappropriate control of call; did not wait for caller's "GA" before dialing TERM number	Supervisor coached RO on the importance of waiting for caller's "GA" before completing the dialout process	10/24/04
283504	10/25/04	RO took inappropriate control of call; did not wait for caller's "GA" before dialing TERM number	Supervisor coached RO on the importance of waiting for caller's "GA" before completing the dialout process	11/3/04
283523	10/25/04	RO did not follow caller's instructions for retrieving voicemail	Unable to identify RO for follow-up	10/25/04
283525	10/25/04	RO typed too slowly	Supervisor coached RO on appropriate typing speed	11/6/04
283547	10/26/04	STS ring, no answer	CSP apologized to caller and explained that there was a temporarily high call volume; transferred call to an available CA	10/26/04

283656	10/27/04	CA did not follow caller's profile for custom explanation	Unable to identify RO for follow-up; revised custom explanation at caller's request	10/27/04
283699	10/27/04	RO did not follow caller's instructions not to redial a TERM number	Supervisor coached RO on the importance of following callers' instructions	11/5/04
283730	10/28/04	RO was inattentive; did not immediately dial out TERM number	Supervisor coached RO on the importance of being attentive when relaying calls	10/31/04
283765	10/28/04	RO did not follow caller's instructions to leave a message on an answering machine	Supervisor coached RO on the importance of following callers' instructions	10/29/04
283789	10/29/04	RO did not follow procedure for informing caller about tone of voice on a call	Supervisor coached RO on appropriate interaction with callers	11/6/04
283824	10/29/04	RO did not follow caller's CoC profile; prompted caller for IXC	Supervisor coached RO on the importance of following Caller Profiles	10/29/04
283909	10/31/04	RO had many typing errors on a call	Supervisor coached RO on the importance of being attentive when relaying calls	11/1/04

November 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
283967	11/1/04	RO was inattentive; did not immediately dial out TERM number	Supervisor coached RO on the importance of being attentive when relaying calls	11/22/04
283974	11/1/04	RO did not keep caller informed of call status; there was a long gap between "Ring 1" and the TERM's "Hello"	Supervisor coached RO on the importance of keeping the caller informed of call status	11/9/04
284008	11/2/04	ROs lately are "short" with VCO user; feels as if he is being rushed through conversations	General complaint; specific RO number(s) not provided; information shared with Training for RO refresher training; CTAP number provided per caller's request	11/2/04
284055	11/2/04	STS ring, no answer	CSP apologized to caller and explained that there was a temporarily high call volume and to try the call again	11/2/04
284089	11/3/04	ROs are not following caller's profile for slow typing	General complaint; specific RO number(s) not provided; information shared with Training for RO refresher training	11/3/04
284106	11/3/04	RO did not inform caller that the message was garbled	Supervisor coached RO on the importance of communicating effectively with callers	11/23/04
284311	11/5/04	RO did not keep caller informed of change of Operator	Unable to identify RO	11/8/04

284316	11/5/04	RO hung up on STS user dialing 711	Supervisor coached RO on the importance of checking to see if the caller may be a STS user	11/8/04
284531	11/9/04	Unable to reach CRS	Temporary technical issue; resolved	11/10/04
284562	11/10/04	Unable to reach CRS briefly on 11/9	Explained that there was a temporary technical issue and that it had been resolved	11/10/04
284640	11/11/04	RO did not follow profile for no tone of voice and background sounds on a call made 11/10	Supervisor coached RO on the importance of following Caller Profiles	11/23/04
284641	11/11/04	RO did not follow profile for no tone of voice and background sounds on a call made 11/10	Supervisor coached RO on the importance of following Caller Profiles	12/1/04
284645	11/11/04	RO made many typing errors on a call	Supervisor coached RO on the importance of typing accurately	11/12/04
284650	11/11/04	RO did not follow profile for no tone of voice and background sounds on a call made in October	Supervisor coached RO on the importance of following Caller Profiles	11/24/04
284656	11/11/04	RO did not follow profile for no tone of voice and background sounds on a call made in October	Supervisor coached RO on the importance of following Caller Profiles	11/30/04
284658	11/11/04	RO did not follow profile for no tone of voice and background sounds on a call made in October	Supervisor coached RO on the importance of following Caller Profiles	11/11/04
284660	11/11/04	RO did not follow profile for no tone of voice and background sounds on a call made in October	Supervisor coached RO on the importance of following Caller Profiles	11/16/04
284670	11/11/04	RO did not follow profile for no tone of voice and background sounds on a call made in October	Supervisor coached RO on the importance of following Caller Profiles	11/29/04
284673	11/11/04	RO did not follow caller's specific instructions for call handling	Supervisor coached RO on the importance of following callers' instructions	11/12/04
284759	11/12/04	RO hung up on caller	Supervisor coached RO on call handling procedures	11/16/04
284921	11/15/04	Unable to place call to Interstate TERM number	Caller was using VOIP phone which sent an out-of-state ANI to the console; CRS can not handle calls that do not originate or terminate in California; National TRS number provided	11/19/04
284947	11/15/04	CA hung up on STS user	Supervisor coached CA on call handling procedures	11/22/04
285042	11/16/04	RO did not follow caller's instructions for retrieving voice mail	Supervisor coached RO on the importance of following callers' instructions	11/23/04
285095	11/17/04	RO did not follow caller's profile for slow typing	Supervisor coached RO on the importance of following Caller Profiles	11/23/04
285158	11/17/04	RO hung up on STS user	Supervisor coached RO on call handling procedures	11/18/04

285161	11/17/04	RO transferred STS user to STS without informing him of call transfer	Supervisor coached RO on call handling procedures	11/28/04
285167	11/17/04	Unable to connect to CRS from home	Caller was referred to the LEC for troubleshooting	11/18/04
285177	11/17/04	RO did not follow caller's answering machine instructions	Supervisor coached RO on the importance of following callers' instructions	11/18/04
285251	11/18/04	Unable to connect to CRS from home; CTAP representative was with caller	Unable to determine cause; caller transferred to an RO to process outgoing call	11/24/04
285305	11/18/04	CA could not understand STS user	Supervisor coached CA on techniques for working with STS users	11/24/04
285527	11/19/04	RO transferred caller to Customer Service rather than to Spanish as requested	Supervisor coached RO on the importance of being attentive when relaying calls	11/24/04
285643	11/20/04	RO did not provide ID number	Supervisor coached RO on the importance of providing ID number	11/23/04
285756	11/21/04	Unable to reach CRS when dialing *82 and then 711	CSP explained that there may have been a temporarily high call volume when caller first tried; suggested caller try again	11/21/04
285895	11/24/04	RO paced the voice user too often	Supervisor coached RO on call handling procedures	12/2/04
285952	11/24/04	RO relayed call in an inappropriate tone of voice	Supervisor coached RO on the importance of relaying calls in an appropriate tone of voice	11/27/04
286015	11/25/04	Spanish CRS ring, no answer	CSP apologized to caller and explained that there was a temporarily high call volume and to try the call again	11/25/04
286073	11/26/04	Unable to bill long distance call to preferred IXC	Caller had billing issue with preferred IXC; IXC was not allowing caller to place long distance calls	11/26/04
286168	11/28/04	STS rang once, but CA did not answer call	Unable to duplicate	11/28/04
286187	11/28/04	Spanish CRS ring, no answer	CSP apologized to caller and explained that there was a temporarily high call volume	11/23/04
286252	11/29/04	RO relayed call in an inappropriate tone of voice	Supervisor coached RO on the importance of relaying calls in an appropriate tone of voice	12/6/04
286352	11/30/04	STS ring, no answer	CSP apologized to caller and explained that there was a temporarily high call volume	11/30/04
286353	11/30/04	RO transferred STS user to STS without informing him of call transfer	Supervisor coached RO on call handling procedures	12/5/04

December 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
286397	12/1/04	RO did not follow the specific call-handling request made by a VCO user	Supervisor coached RO on the importance of following callers' instructions	12/2/04
286777	12/6/04	RO typed too slowly, pacing Voice user too often	Supervisor placed RO on typing improvement program	12/19/04
286975	12/8/04	RO did not follow the specific call-handling request made by a VCO user	Supervisor coached RO on the importance of following callers' instructions	12/31/04
287025	12/8/04	RO did not follow profile for no tone of voice and background sounds	Supervisor coached RO on the importance of following Caller Profiles	12/13/04
287209	12/10/04	RO would not respond to caller's request to repeat what was said	Supervisor coached RO on appropriate interaction with callers	12/15/04
287374	12/13/04	RO hung up on caller before call was complete	Supervisor coached RO on call handling procedures	12/19/04
287473	12/15/04	Unable to reach CRS using 711 from a cell phone	Customer Service referred caller to cell phone provider to determine how 711 calls were being routed	12/15/04
287474	12/15/04	RO was unresponsive to caller	Supervisor coached RO on the importance of keeping callers informed of call status	12/15/04
287475	12/15/04	RO was unresponsive to caller	Supervisor coached RO on the importance of keeping callers informed of call status	12/15/04
287578	12/16/04	RO did not follow profile to not type out answering machine messages	Caller has numerous profiles; Supervisor coached RO on viewing entire profiles	12/16/04
287609	12/16/04	RO did not follow the specific call-handling request made by a VCO user	Supervisor coached RO on the importance of following callers' instructions	12/17/04
287617	12/16/04	RO did not follow caller's instructions when the outgoing call was answered by an IVRU	Supervisor coached RO on the importance of following callers' instructions	12/26/04
287641	12/16/04	RO was unresponsive to caller	Supervisor coached RO on the importance of keeping callers informed of call status	12/1/04
287660	12/16/04	RO hung up on caller before call was complete	Supervisor coached RO on call handling procedures	12/16/04
287709	12/17/04	RO mis-informed caller of call status	Supervisor coached RO on the importance of keeping callers accurately informed of call status	1/4/05
287736	12/17/04	RO did not follow profile for no tone of voice and background sounds	Supervisor coached RO on the importance of following Caller Profiles and placed RO on corrective action plan	12/20/04
287883	12/20/04	RO asked caller to repeat the TERM number	Supervisor coached RO on the importance of being attentive when handling calls	12/25/04

288116	12/22/04	RO paced too often in handling a call	Supervisor determined that RO pacing was the result of a poor line connection and RO was pacing caller to ensure verbatim relay	1/4/05
288138	12/22/04	Voice calls to 711 are answered with TTY tones	Customer Service provided caller information about CRS-II multivendors and the direct CRS access numbers	12/22/04
288295	12/24/04	RO dialed incorrect area code for TERM number	Supervisor coached RO on the importance of being attentive when handling calls	12/31/04
288311	12/24/04	Unable to reach CRS using 711 from a cell phone	Customer Service provided caller information about CRS-II multivendors and the direct CRS access numbers	12/24/04
288732	12/31/04	RO did not follow caller's instructions to provide the same message to several TERM parties	Supervisor coached RO on the importance of following callers' instructions	1/5/05
288744	12/31/04	Unable to reach CRS using 711 all of the time, sometimes reach a busy signal or a CRS provider other than MCI	Customer Service provided caller information about CRS-II multivendors and the direct CRS access numbers, as well as DDTP contact information at caller's request	12/31/04

January 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
288830	1/2/05	RO interrupted too often while caller attempted to provide TERM number	RO terminated	1/4/05
288992	1/4/05	CA hung up on STS user	Supervisor coached CA on call handling procedures	1/4/05
289072	1/5/05	RO did not follow profile for slow typing	Supervisor coached RO on the importance of following callers' profiles	1/14/05
289097	1/5/05	RO typed too slowly	Supervisor coached RO on appropriate typing speed for handling calls	1/6/05
289339	1/8/05	RO did not transfer 711 call to STS	Supervisor coached RO on STS 711 procedures	1/8/05
289491	1/10/05	STS ring, no answer	Temporarily high call volume	1/10/05
289881	1/15/05	CA could not understand STS user	Supervisor coached CA on techniques for understanding STS users' speech patterns	1/27/05
289974	1/17/05	CA could not understand STS user	Supervisor coached CA on techniques for understanding STS users' speech patterns	1/27/05
290073	1/18/05	STS ring, no answer	Temporarily high call volume	1/18/05

290251	1/20/05	RO did not speak clearly when leaving a message on an answering machine; "was very accented and hard to understand"	Unable to identify RO	1/20/05
290565	1/23/05	STS ring, no answer	Temporarily high call volume; CSP transferred caller to an available STS CA	1/23/05
290372	1/22/05	RO did not follow instructions to place another call	Supervisor coached RO on the importance of following callers' instructions	1/24/05
291122	1/28/05	RO inappropriately transferred caller to Customer Service instead of placing an outgoing call	CSP transferred caller to an RO to complete outgoing call; Supervisor coached RO on the importance of being attentive when handling calls	1/28/05
291159	1/28/05	CA hung up on STS user	Supervisor coached CA on call handling procedures	2/1/05
291327	1/30/05	RO took too long retrieving voice mail messages	Supervisor coached RO on how to properly retrieve voice mail	2/4/05
291424	1/31/05	RO mis-dialed TERM number	Supervisor coached RO on the importance of being attentive when handling calls	2/3/05
291468	1/31/05	CA hung up on STS user	Supervisor coached CA on call handling procedures	2/7/05

February 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
291640	2/2/2005	RO did not follow HCO profile	Supervisor coached RO on the importance of following callers' profiles	2/8/2005
292124	2/6/2005	CA could not understand STS user	Supervisor coached CA on revoicing techniques	2/8/2005
292433	2/9/2005	RO did not follow Custom Explanation profile	Supervisor coached RO on the importance of following callers' profiles	3/1/2005
293177	2/15/2005	RO did not follow caller's instruction to type "HELLO GA" when the phone had stopped ringing, but the called party had not acknowledged receipt of the call	Supervisor coached RO on the importance of following callers' instructions	2/24/2005
293788	2/19/2005	RO did not follow profile to not announce relay	Supervisor coached RO on the importance of following callers' profiles	2/21/2005
293859	2/20/2005	Line was disconnected during an STS call	Unable to determine cause; contact documented	2/20/2005
293967	2/21/2005	RO did not follow caller's instructions for handling a call to an answering machine	Supervisor coached RO on the importance of following callers' instructions	3/14/2005

294035	2/22/2005	STS caller felt that CA could not understand STS users because the CA did not re-voice	This was determined to be a call between two STS users who could understand each other without intervention by the CA; the CA followed procedures and stood by to re-voice as needed, but re-voicing was not needed	3/1/2005
294153	2/22/2005	Female CAs can not understand STS user; user hangs up when her call is answered by a female CA	CSP documented contact and encouraged caller not to hang up, but to give the female CAs the opportunity to become accustomed to her speech pattern	2/22/2005
294263	2/23/2005	RO did not follow profile for no tone of voice and no background noises	Supervisor coached RO on the importance of following callers' profiles	2/25/2005
294676	2/27/2005	Caller reports that the line disconnects when he calls CRS ever since he completed a 711 Choice form	Unable to duplicate; follow-up contact with this caller indicates that the issue is no longer happening	2/27/2005

March 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
294879	3/1/05	CRS ring, no answer	Temporarily high call volume	3/1/05
294901	3/1/05	RO did not follow caller's instructions to not announce relay and to not pace the called party	Supervisor coached RO on the importance of following callers' instructions	3/2/05
295948	3/10/05	RO could not place a relay call to Canada	CSP placed several test calls successfully; suggested caller contact C/S again if the problem persists	3/10/05
296544	3/15/05	Caller was unable to leave a message to a cell phone	Unable to duplicate; CSP assisted and left message	3/15/05
296805	3/17/05	RO spoke too fast and unintelligibly	Supervisor coached RO on voice clarity	3/19/05
296870	3/18/05	RO interrupted too often	Supervisor coached RO on appropriate pacing	3/19/05
297045	3/20/05	RO did not follow caller's instructions to dial TERM number	Supervisor coached RO on the importance of following callers' instructions	3/20/05
297053	3/20/05	STS caller getting busy signal when dialing STS number	Unable to duplicate; possible temporary technical issue with the caller's LEC; resolved	3/31/05
297109	3/21/05	RO did not follow caller's profile for no tone of voice and no background noises	Supervisor coached RO on the importance of following callers' profiles	3/25/05
297257	3/22/05	Unable to reach CRS using 711 from office phone	Caller referred to office telecom provider	3/22/05

297352	3/23/05	STS ring, no answer	Temporarily high call volume; call transferred to an available CA	3/23/05
297741	3/27/05	RO did not follow caller's instructions to dial TERM number	Supervisor coached RO on the importance of following callers' instructions	4/1/05
298078	3/30/05	RO did not follow caller's instructions to not announce relay	Supervisor coached RO on the importance of following callers' instructions	4/2/05

April 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
298506	4/3/05	RO did not follow caller's profile for no background noises	Supervisor coached RO on the importance of following callers' profiles	5/10/05
298507	4/3/05	RO did not follow caller's profile for no tone of voice	Supervisor coached RO on the importance of following callers' profiles	5/10/05
298737	4/5/05	RO did not follow caller's instructions to not relay information from an answering machine	Supervisor coached RO on the importance of following callers' instructions	4/5/05
298743	4/5/05	RO inappropriately transferred caller to Customer Service	Caller hung up; unable to identify RO	4/5/05
298746	4/5/05	RO inappropriately transferred caller to Customer Service	Supervisor coached RO on the importance of being attentive when handling calls	4/15/05
298773	4/5/05	Line disconnected on STS caller dialing 711 and requesting transfer to STS	Unable to duplicate	5/10/05
299168	4/8/05	RO inappropriately transferred caller to Customer Service instead of to a female RO as requested by caller	Supervisor coached RO on the importance of being attentive when handling calls	4/23/05
299281	4/10/05	Unable to reach CRS using 711 from cell phone	CSP provided caller the toll-free access number	4/10/05
299638	4/13/05	RO did not give VCO user enough time to leave a message on an answering machine	Supervisor coached RO on VCO call handling procedures	4/28/05
300008	4/17/05	RO did not follow caller's instructions to not prompt TERM for "GA"	Supervisor coached RO on the importance of following callers' instructions	4/26/05
300444	4/21/05	Caller unable to place long distance calls	Caller was using a PBX line; CSP explained that PBXs can transmit different ANIs so CoC profiles may not always work	4/21/05
300826	4/25/05	Unable to reach CRS using 711 from cell phone	CSP provided caller the toll-free access number	4/25/05
301050	4/26/05	RO hung up during a call	Supervisor coached RO on call handling procedures	4/26/05

May 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
303063	5/14/05	RO was not transparent and interjected personal comments during a call	RO number is not an MCI RO	5/14/05
303065	5/14/05	RO did not keep customer informed of call status	Supervisor coached RO on the importance of keeping callers informed of call status	6/17/05
303213	5/16/05	CRS ring, no answer	CSP explained that there may have been a temporarily high call volume at the time of the call attempt	5/16/05
303313	5/16/05	RO did not follow customer's instructions to type slowly	Supervisor coached RO on the importance of following callers' instructions	5/25/05
304207	5/25/05	Call was disconnected during a change of RO; caller will call back with RO ID and date of service	Caller did not call back with information; unable to identify RO	5/25/05
304224	5/25/05	Unable to reach CRS using 711	CSP explained that there are multiple CRS vendors for 711; provided customer the toll-free access number	5/27/05
304516	5/27/05	RO inappropriately transferred call to Customer Service	Supervisor coached RO on the importance of being attentive when handling calls	6/7/05

FCC Summary Log For Arizona Relay Service June 1, 2004 to May 31, 2005

Number of Complaints Received From June 1, 2004 to May 31, 2005

June '04	July '04	Aug '04	Sept '04	Oct '04	Nov '04	Dec '04	Jan '05	Feb '05	Mar '05	Apr '05	May '05
9	6	4	3	0	2	1	7	2	1	4	2

The total number of complaints for this reporting period was 41. Complaints are followed up and resolved in a timely manner.

June 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
273705	6/1/04	AZRS Spanish ring, no answer	CSP placed a test call and a Spanish Operator answered immediately; Caller hung up, then called again to report the same issue. CSP processed call, but there was no answer on the TERM side	6/1/04
273839	6/3/04	AZRS ring, no answer	CSP explained that AZRS had a temporarily high call volume and transferred caller to an available Operator	6/3/04
273840	6/3/04	AZRS ring, no answer	CSP explained that AZRS had a temporarily high call volume and transferred caller to an available Operator	6/3/04
273841	6/3/04	AZRS ring, no answer	CSP explained that AZRS had a temporarily high call volume and transferred caller to an available Operator	6/3/04
273987	6/5/04	AZRS 7-1-1 ring, no answer	CSP confirmed that Operators were available; offered to transfer caller since he was unable to reach AZRS using 7-1-1; caller declined	6/5/04
275270	6/24/04	Unable to complete a call to an 800 TERM number	Temporary technical issue; resolved	6/30/04

275620	6/29/04	Operator left a garbled message on caller's TTY answering machine	Supervisor coached RO on the importance of typing clearly and placed RO on a typing program	7/5/04
275661	6/30/04	Operator did not follow caller's instructions for leaving a message on an answering machine	Supervisor coached Operator on the importance of following callers' instructions	6/30/04
275744	6/30/04	Operator did not type clearly and had many typos	Supervisor coached RO on the importance of typing clearly and placed RO on a typing program	7/4/04

July 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
275896	7/2/04	City of Tucson Communications Department reported that the PSAP number in the AZRS database is for non-emergency contacts	PSAP database corrected with updated 9-1-1 translation number	7/2/04
276373	7/9/04	Operator was rude and hung up on caller	Invalid Operator number, unable to identify Operator	7/9/04
276606	7/13/04	Operator did not keep caller informed of call status	Supervisor coached Operator on ways of keeping voice callers informed of lulls in text conversation	7/13/04
276670	7/13/04	Operator was not transparent	Supervisor coached Operator on the importance of remaining transparent when handling relay calls	7/13/04
276965	7/17/04	Operator told caller that a call could only be placed on hold for 30 seconds	Unable to identify Operator; CSP provided caller with correct information regarding on-call hold times	7/19/04
277671	7/27/04	Operator typed too slowly	Unable to identify Operator; caller hung up while CSP was explaining possible reasons	8/3/04

August 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
278112	8/3/04	Operator explained relay with a rude tone of voice	Supervisor coached Operator to maintain a neutral tone of voice	8/20/04
278711	8/12/04	Operator was not familiar with VCO-to-VCO calling	Supervisor coached Operator on VCO-VCO calling	8/20/04
279646	8/26/04	Line was disconnected during a call	Unable to duplicate; apologized to caller	8/26/04
279689	8/27/04	AZRS ring, no answer	Temporarily high call volume; CSP transferred caller to an available Operator	7/13/04

September 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
280136	9/3/04	Unable to place call to TERM using AZRS	Unable to duplicate; customer will contact C/S if this issue recurs	9/8/04
280951	9/17/04	RO took inappropriate control of call; did not give caller correct information	Supervisor coached Operator on the importance of giving correct information to callers	9/24/04
281231	9/21/04	RO was rude; would not answer caller's questions at the end of a call	Supervisor coached Operator on appropriate interaction with callers	10/5/04

November 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
284944	11/15/04	RO did not repeat entire number to text user when an error was made; instead, typed "XXX" and proceeded with the rest of the number	CSP apologized to the caller for the inconvenience; Supervisor coached Operator on appropriate use of "XXX"	12/2/04
285002	11/16/04	RO typed slowly in relaying a recorded message	Supervisor coached Operator on usage of the recording tool	12/2/04

December 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
288031	12/21/04	Caller felt that Operator was rude because caller kept receiving "KV" instead of "GA"	CSP explained that this appears to be garbling on the caller's TTY; Unable to identify Operator based on information provided by caller	12/22/04

January 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
288896	1/3/05	Operator became involved with a call by reminding the caller to place another call to follow up a previous conversation	Supervisor coached Operator on the importance of remaining transparent when relaying calls	1/7/05
289169	1/6/05	Operator did not speak clearly when leaving a message on an answering machine	Supervisor coached Operator on the importance of voice clarity	1/26/05
289947	1/16/05	Unable to reach AZRS using 711 from cell phone	CSP suggested caller contact cell phone provider	1/16/05

290723	1/24/05	AZRS ring, no answer	Temporarily high call volume	1/24/05
290756	1/25/05	Unable to reach AZRS; busy signal	Temporary LEC issue; resolved	1/27/05
291343	1/31/05	Operator interrupted before caller could provide TERM number	Supervisor coached Operator on the importance of allowing adequate time for caller to provide TERM number	2/5/05
291356	1/31/05	Operator misdialed TERM number	Supervisor coached Operator on the importance of being attentive when relaying calls	2/5/05

February 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
293591	2/17/05	Operator took inappropriate control of call by not responding to caller	Supervisor coached Operator on call handling procedures	2/24/05
294724	2/28/05	Caller's CoC (IDT) is not showing in IXC window	Temporary technical issue; resolved	3/1/05

March 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
296520	3/15/05	Operator did not promptly inform caller that a recording was reached on an outgoing call	Supervisor coached Operator on the importance of promptly keeping callers informed of call status	3/26/05

April 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
298778	4/5/05	Operator did not follow caller's profile for no tone of voice and no background noises	Supervisor coached Operator on the importance of following callers' profiles	4/5/05
299144	4/8/05	Unable to reach AZRS using 711 from home	Provided the toll-free AZRS access number; forwarded information to Qwest for resolution	4/10/05
299193	4/9/05	Unable to reach AZRS using 711 from home	Provided the toll-free AZRS access number; forwarded information to Qwest for resolution	4/10/05
299280	4/10/05	Operator did not keep caller informed of call status	Supervisor coached Operator on the importance of keeping callers informed of call status	4/25/05

May 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
301823	5/3/05	Operator did not keep caller informed	Caller hung up on customer service before information could be obtained; unable to identify Operator	5/3/05
304697	5/29/05	Unable to reach AZRS dialing 711 using a cell phone	CSP explained that sometimes cell phone signals may transmit incorrectly or have trouble translating 711; provided the toll free AZRS number	5/29/05

FCC Summary Log For Tennessee Relay Service June 1, 2004 to May 31, 2005

Number of Complaints Received From June 1, 2004 to May 31, 2005

June '04	July '04	Aug '04	Sept '04	Oct '04	Nov '04	Dec '04	Jan '05	Feb '05	Mar '05	Apr '05	May '05
3	3	5	4	3	1	2	3	6	7	6	1

The total number of complaints for this reporting period was 44. Complaints are followed up and resolved in a timely manner.

June 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
274738	6/16/2004	Operator did not respond to customer and hung up	CA coached	6/16/2004
275371	6/25/2004	Getting relay calls without responses after greeting is received	CA coached	7/29/2004
273691	6/1/2004	Caller experiencing problems calling to TTY user using TN Relay and a pre paid calling card	CSP performed a test call and received a recording indicating that there was a problem with the card and to contact the cards customer service. Customer thanked CSP and hung up	6/1/2004

July 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
276235	7/7/2004	CA hung up on customer	CA coached	7/15/2004
277715	7/28/2004	RO took control of the call	CA coached	8/9/2004
277794	7/29/2004	Call not billed to requested IXC; customer will send copy of statement for credit	IXC issue resolved; customer did not send statement	#####

August 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
278836	8/15/2004	CA frequently interrupting to pace the call	CA coached	8/21/2004
279367	8/23/2004	CA dialed the wrong area code	CA coached	8/31/2004
279632	8/26/2004	Caller stating CA s are not following instructions	CA coached	8/26/2004
279633	8/26/2004	Caller stating CA s are not following instructions	CA coached	8/26/2004
279695	8/27/2004	Call not billed to the correct carrier	Customer profile established for IXC; charges credited	3/16/2005

September 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
280079	9/2/2004	Call not billed to correct IXC	Customer profile established for IXC; charges credited	1/11/2005
280751	9/14/2004	CA did not follow profile	CA coached	10/1/2004
281640	9/28/2004	CA did not follow profile for preferred long distance carrier	CA coached	10/1/2004
281772	9/30/2004	CA rude and not transparent in that they were carrying on a conversation with TERM	CA coached	10/1/2004

October 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
281965	10/3/2004	Unable to reach Relay when dialing 711	CSP referred customer to their telephone provider to configure 711 with the TN Relay Service translation number	10/6/2004
282055	10/4/2004	CA did not follow VCO profile	CA coached	10/6/2004
283591	10/26/2004	Unable to reach Relay when dialing 711	CSP referred customer to their telephone provider to configure 711 with the TN Relay Service translation number	10/26/2004

November 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
284450	11/8/2004	CA unable to retrieve caller's voicemail	CA coached	12/3/2004

December 2004

Log #	Opened	Description of Issue	Description of Resolution	Closed
286387	12/1/2004	CA did not accurately relay phone number from Voicemail	CA Coached	#####
287751	#####	CA did not follow profile	CA Coached	#####

January 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
289027	1/5/2005	Unable to connect to an International ANI using TNRS	International ANI not a valid number	1/5/2005
291362	1/31/2005	Unable to reach Relay when dialing 711	CSP referred customer to their telephone provider to configure 711 with the TN Relay Service translation number	1/31/2005
291486	1/31/2005	TNRS ring, no answer	Temporarily high call volume	1/31/2005

February 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
292204	2/7/2005	CA misdialed TERM number	CA coached	2/21/2005
292700	2/10/2005	CA did not follow instructions on IVRU call	CA coached	2/21/2005
293852	2/20/2005	CA inappropriately transferred caller to Customer Service	Unable to identify CA	2/20/2005
294630	2/26/2005	CA inappropriately transferred caller to Customer Service	CA coached	2/28/2005
294654	2/27/2005	CA did not relay all comments to the hearing person	CA coached	2/28/2005
294694	2/27/2005	CA took inappropriate control of call	CA coached	2/28/2005

March 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
295390	3/4/2005	CA not familiar with retrieving voice mail	CA coached	3/18/2005
295558	3/7/2005	CA inattentive; did not respond	CA coached	3/21/2005
295574	3/7/2005	CA inattentive; didn't keep cust informed	CA coached	4/4/2005
296107	3/11/2005	CA hung up	CA coached	4/4/2005
296571	3/15/2005	CA hung up	CA coached	4/4/2005
296932	3/18/2005	CA misdialed TERM number	CA coached	3/18/2005
298155	3/31/2005	CA relieved prior to 15 minutes	CA coached	3/31/2005

April 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
298822	4/6/2005	TNRS unable to dial to TERM number	Placed test calls; unable to duplicate; notified customer	5/4/2005
299626	4/13/2005	TNRS ring, no answer	Temporarily high call volume during time period	4/13/2005
300299	4/20/2005	CA hung up on caller	CA coached	4/28/2005
300654	4/22/2005	CA typed poorly	CA coached	5/10/2005
300673	4/23/2005	CA typed poorly	CA coached	5/2/2005
301376	4/29/2005	CA was not transparent	CA coached	5/10/2005

May 2005

Log #	Opened	Description of Issue	Description of Resolution	Closed
302166	5/6/2005	CA hung up on caller	CA coached	5/21/2005